

Introduction to Welfare Benefits

What is this course about?

By giving a thorough overview of the benefits system and by using case studies, this course will enable participants to identify who can increase their income by making appropriate benefit claims. Thus enabling them to pay their rent and sustain their tenancy. This course covers the main benefits residents can claim and looks at the positive impact these can have in the context of welfare reform.

Who is the course for?

This course is for housing staff who have little knowledge of the benefit system. It will enable them to maximise their resident's income, thus ensuring they can pay their rent and sustain their tenancy.

Learning outcomes

- ✓ Identify which residents can claim extra benefits and where to signpost them to for help.
- ✓ Identify which residents can claim PIP / DLA / AA for themselves and their children, and how to double someone's income.
- ✓ Understand the changing landscape – including Universal Credit

Outline of Day

9.30am	Introductions and expectations	<i>'Very informative and well presented course. Good mix of information and exercises. I didn't realise how much goes unclaimed. It will change the way I deal with my rent arrears cases.'</i>
9.45am	Introduction to the benefit system What benefits are available? Means tested vs contributory benefits Which are being replaced by Universal Credit	
10.45am	Break	
11.00am	Benefit combinations Which benefits can be claimed together? How to increase someone's income How does the Benefit Cap work - who is excluded?	
12.45pm	Lunch	
1.30pm	Benefits for People with disabilities Employment and Support Allowance Disability Living Allowance / Personal Independence Payment / Attendance Allowance What's available to those in work? What about carers?	
3.00pm	Break	
3.15pm	Universal Credit The Basics Claims and Payments Key Problem areas	
4.30pm	Close	

Waverley Borough Council

